

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION**  
**IT Manager – Cabling Services**

**Job Summary:** Reports to the Director for End Point Management within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on providing Cabling Services for the State.

**Responsibilities:**

- Provide direction and assigns priorities to the Cabling Services team.
- Provides contract oversight and financial management for the cabling services contract.
- Responsible for cabling design in state office installations, renovations and new build efforts in coordination with General Services and other appropriate state contractors.
- Maintain and promote effective customer service relationships with users, business owners, vendors and agency staff to inform them of services offered by the Cabling team.
- Ensures that all installed facilities meet all design, operability, safety, quality, construction and state regulatory requirements.
- Works with the cabling contractor, agencies, project management, external vendors as well as architectural and electrical professional staff for the design and implementation of new cabling infrastructure. This includes renovation, ongoing repair and maintenance.
- Reviews cabling contractor's quality plan and develops suitable verification and acceptance procedures of completed projects.
- Provide recommendations to agencies by identifying their technology challenges and offering solutions to meet their business needs.
- Develop and align strategies based on performance metrics and business requirements for the Cabling Services team.
- Manage customer expectations and negotiate solutions to complex problems with customers and vendors as it relates to Cabling Services.
- Develop objectives for assigned team to measure and improve organizational efficiency and performance.
- Determine appropriate allocation of budgeted funds within functional area to ensure that highest priority projects have sufficient monetary resources.
- Review and approve staffing, cost, revenue and timelines needed to complete projects to meet the strategic plan of the organization.
- Review and prioritize distribution of resource allocation to ensure alignment with state-wide goals and vision.
- Develop and maintain service level agreements for the Cabling Services team.
- Evaluate existing workforce against current and future service offerings.
- Oversee the Cabling Services team through subordinates, key performance indicators, service level agreements, and other indicators to identify trends and proactively anticipate problems.
- Oversee the design of process workflows, troubleshooting and modifications to existing processes to meet support needs of the organization.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the state's performance evaluation policies.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

**Minimum Qualifications:** Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Five years of experience managing Cabling Services in a large organization.
- Two years of managerial experience.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

**Preferred Qualifications:**

- Prior state government experience is a plus.

**Knowledge, Skills, Abilities, Competencies:**

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others

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- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to [EIT.Resumes@tn.gov](mailto:EIT.Resumes@tn.gov)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*